



DEPARTMENT OF  
**COMMUNITY  
SERVICES**

# *Compassionate Community*

**FY 14 - 15  
Annual Report**



## The Many Faces of Louisville

*Louisville Metro Community Services strives to meet the specific needs of the residents of Louisville. We consider the strengths and challenges of our diverse community in planning the department's programs and services, in order to fulfill the Mayor's commitment to become a more **compassionate city**.*

### Facts About the Community We Serve

» Population: 742,833

» 13.5% are 65 or older (*peer city average 12%*)

» 14.4% are disabled (*peer city average 12.2%*)

» Median household income: \$46,865 (*peer city average \$46,714*)

» 39.1% of families pay over 1/3 of their income towards rent (*peer city average 42%*)

» 17.1% have income below the poverty level (*peer city average 18.4%*)

» 25.8% of children live below the poverty level (*peer city average 27%*)

» 6% unemployment rate in July 2014, falling to 4.7% by June 2015 (29,500 seeking jobs)

*(Sources: U.S. Census American Community Survey 2013/3-Yr, Bureau of Labor Statistics July 2014 - June 2015, Greater Louisville Project 2014 list of peer cities.)*

*(Peer cities: Birmingham, AL; Charlotte, NC; Cincinnati, OH; Columbus, OH; Grand Rapids, MI; Greensboro, NC; Greenville, SC; Indianapolis, IN; Kansas City, MO; Knoxville, TN; Memphis, TN; Nashville, TN; Oklahoma City, OK; Omaha, NE; St Louis, MO; and Tulsa, OK.)*





## From the Mayor

Louisville is a diverse city that has been named an International Model of Compassion for four years. Being a compassionate city is one of the three main pillars that guide our administration. We believe it is necessary to ensure all residents reach their fullest potential.

The Department of Community Services' team focuses on compassion work daily, making sure our citizens have their basic needs met, and that no one is left behind.

They provide essential services, ranging from safety net needs and homeless prevention programs, to educational and training opportunities, case management, community-wide volunteer opportunities and asset-building resources. These services and programs help individuals and families achieve self-sufficiency.

An extremely diverse group of people utilize the resources to maintain or achieve their full potential. The result often is a new sense of self-direction, self-reliance and independent living.

The enclosed report celebrates numerous program and client accomplishments. It also speaks to the commitment of Community Services' staff to serve clients in the most impactful and efficient manner.

We look forward to many successes in the upcoming year.

Greg Fischer, Mayor



## From the Director

It has been an exciting year for our department, as well as a year of transition as we moved from the former Community Services and Revitalization to simply Community Services. The new structure not only bolstered our ability to focus on three key areas — helping people maintain and obtain housing; increasing household stability; and removing barriers for targeted populations — but also promoted a renewed culture of innovation in how we deliver services.

At the start of FY14-15 fiscal year, Community Services developed a strategic plan to guide our work. Supported by the Mayor's Office of Performance Improvement and with input from all levels of our agency, this plan helps our department define success more clearly and target agency activities.

Greater emphasis was placed on improving the coordination of the case management services we provide for comprehensive care of each household we touch. We launched phase two of our Standard Assessment process and moved case managed programs into a single database.

I am confident our growth and continued development will help families across our city reach their full potential.

Katina Whitlock, Director



## Housing Louisville's Homeless

Reducing homelessness by providing housing assistance and financial and health stability services to those without a place to call home is a priority of the Fischer Administration and housing agencies in our community. Community Services' Long-Term Housing and Support team works daily to house individuals and families living on the street or in shelter by providing housing for 630 households.

Using multiple federal Housing and Urban Development (HUD) grants, we provide on-going rental assistance and case management services to help clients obtain and maintain safe, affordable housing. Case managers help clients work through unemployment, physical or mental health disabilities, previous criminal or eviction records, and other barriers to permanent housing. Through this individualized approach, individuals and families have successfully increased household income through benefits and employment and even homeownership.

For the first time in Louisville's history, the annual homeless count in January 2015 showed more formerly homeless people were in permanent housing (1665) than living on the street or in emergency shelters (1163).



Norkita is a working mother of two. Like so many families across our community there was a time when she faced a series of conditions that included underemployment, financial crisis, and homelessness which resulted in temporarily losing custody of her daughters.

By staying focused, determined, and through assistance provided by Community Services and partnership agencies, Norkita earned a promotion to full-time employment with a local warehouse and was accepted into Goodwill's Car to Work program which provided reliable transportation to and from work. Norkita shares her success story with a mix of smiles and tears but is equally proud she was able to utilize services to secure safe and affordable housing, improve her financial situation and work towards accomplishing her goal of providing a brighter future and stable home for her family.

## Expanding our Reach

Partnering with local non-profit organizations allows Community Services to cast a larger net of services. Our department's Housing Program team provides oversight and monitoring to approximately 45 programs that offer supportive services, housing and shelter to Louisville's most vulnerable.

### *In Fiscal Year 2014 – 2015*

- Over 7,900 households were provided assistance through case management to maintain permanent housing, permanent supported housing for persons with severe mental illness, crisis response to victims of sexual assault, and fair housing education.
- Over 4,600 people were assisted with emergency shelter, medical street outreach, street outreach to homeless/ exploited youth, and operation White Flag which provides additional homeless shelter space to those who are without shelter and would likely die from the elements.
- Over 1,800 households with one or more family members living with HIV/AIDS were served. Programs include short-term mortgage assistance, long-term rental assistance, the HIV/AIDS Legal Project, and emergency hotel vouchers for those unable to stay at mainstream homeless shelters due to health or safety concerns.



In an increasingly tight local rental market, Kentucky Refugee Ministries (KRM) utilized Louisville Metro's CDBG (Community Development Block Grant) funding to coordinate initial housing placements for over 600 refugees who arrived in Louisville in 2015. KRM's housing case management services helped refugee families secure safe, affordable, TARC-accessible rental housing; and maintain their housing security until residency and employment was stabilized.



# Strengthening Individuals and Families

## A Holistic Approach to Helping Families Move from Poverty

As part of the department's strategic planning process, input from staff, managers, advisory councils, clients, and other voices across the community was solicited to determine the direction of services and programs offered by the department, but most importantly needed by the community.

Multiple responses expressed concern regarding duplication of services, lack of knowledge of available services, and the ineffectiveness of one-time, short-term financial assistance for families who needed more intensive support to stabilize their home and achieve long-term financial, employment, and educational goals for the adults and children in their household.

As an initial step towards providing comprehensive services to help families move to self-sufficiency the department implemented a household assessment process for program enrollment and prioritized education, employment, and financial stability as long-term household outcomes. We are making process and moving families to improved conditions for generations to come.



### Hope and Help

Dominique's journey began a few years ago when she requested rental assistance at First Neighborhood Place. Grief-stricken and distracted by the recent death of her best friend, Dominique had difficulty planning beyond her current crisis until case worker Kelley Long helped refocus Dominique's hope and direction.

Kelley helped Dominique work on a resume, pay off debt, obtain affordable housing and find the courage to re-enroll in school. Today Dominique has full-time employment with the State of Kentucky and continues to work towards a degree in social work. *(Dominique is pictured in the center with two co-workers.)*





## Education and Training

Using Community Services Block Grant (CSBG) funding and Community Action Partnership (CAP) National Performance Indicators (NPI) as a guide to help individuals and families achieve long-term self-sufficiency, the department provided employment training, GED, college, and pre-school scholarships to help close the gap for families seeking long-term economic gains.

Families were able to focus on their determined goal(s) with additional supports for childcare, transportation, and housing.

### Fiscal Year 2015-15 Highlights: Workforce Development

71 clients obtained new employment; 20 increased their employment income or benefits; 81 received job training services with 33 participants obtaining a specialized skill or certification.

### College Scholarships

34 clients received tuition assistance to attend a technical, 2-year or 4-year degree program with 21 students obtaining their college degree.

### Financial Coaching

61 clients completed financial education through Finance 4 U and the Dave Ramsey workshop series;



Community Services staff celebrated with Lorenzo -- 1 of 7 graduates who earned construction certificates. Offered in partnership with the New Legacy Reentry Corporation, participants received the support and encouragement not only to break the cycle of recidivism, and also to move forward in their professional development. Four of these graduates now work full-time in the construction industry.



32 clients demonstrated the ability to complete and maintain a budget for over 90 days. Six clients increased their savings through Individual Development Accounts (IDAs) or other savings programs.

# Investing in the Future

## Small Business Development

Community Services supports entrepreneurial opportunities for low and moderate income residents. Our **Microbusiness Development Program** assists budding business owners with business development and expansion through training, technical assistance, and no-to-low interest loans for eligible businesses. The program focuses on businesses that employ five or fewer individuals, including the owner.

Community Services developed the Microbusiness Program in an effort to ease the difficulty that many small business owners face securing traditional business financing. This year, through a partnership with Credit Builder's Alliance, the program began reporting loan payments to the consumer credit bureaus. This program enhancement allows business owners and businesses to establish positive credit and make them more competitive for traditional banking and loan products as their business grows.

Shacole Henderson joined with Mayor Fischer, family and friends last May to celebrate the ribbon-cutting of Coco Cakes, a specialty cake shop in the Old Louisville neighborhood. Shacole's booming business allowed her to become Community Services' first revolving loan recipient to satisfy her start-up loan and qualified her to receive an additional loan to further expand seating and services.

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(Above) Business Owner: James Leslie, Relic Repossessions

## Building Assets

**Bank On Louisville (BOL)** is a community partnership led by Community Services made up of banks, credit unions, non-profits and other agencies that helps low to moderate income families and individuals achieve success.

This fiscal year's accomplishments include:

- 3,065 new bank accounts were opened
- A new curriculum "Credit As An Asset" was developed to provide the tools to build or rebuild good credit history via support from BB&T.
- BOL served as a cornerstone in the formation of the Workforce Development/Financial Empowerment Integration Collaborative via funding from the National Disability Institute.





# Investing in Our Youth

The path to a successful career starts long before the first job interview and long before answering the question, “What do you want to do in your life?” To help prepare our young people for reliable and rewarding careers, we have to start at an early age and continue to help them along the way. Mayor Fischer’s Cradle to Career Initiative is a collective impact program which develops community wide education initiatives and programs that will improve education across the pipeline for every resident in our city. Community Services contributes to this pipeline through the educational scholarship programs, Out of School Time (OST) and youth program funding and training to more than 25 agencies and 400 youth workers, along with the Foster Grandparent Program one-on-one in-school tutoring and mentoring.



## Educational and Enrichment Activities

- The **Pre-school Scholarship Program** provides financial resources for low-income families to enroll their three, four, and five year old children in qualified preschools. We served 31 households with tuition assistance and helped 24 children become developmentally ready to enter kindergarten.
- Partnering with Leadership Louisville’s 2014 Bingham Fellows **Education 40210 Project**, Community Services provided funding for 25 Little Libraries in a Louisville neighborhood with a high rate of youth who were not kindergarten ready. The project aims to increase kindergarten readiness by providing access to age appropriate books throughout the neighborhood. Additionally, 1,000 Kindergarten Readiness Kits were distributed to families who participated in and completed early childhood education and engagement programs provided in partnership with Metro United Way and Jefferson County Public Schools at neighborhood childcare facilities.
- 94 youth were provided the opportunity to attend **academic, social or athletic enrichment programs** providing valuable learning experiences and critical social exposure. Camps included Kentucky Shakespeare, Los Monitos (a camp teaching children other languages and cultures), horseback riding camps, and camps hosted at Bellarmine University and the University of Louisville.

# It Takes a Village

## From One Generation to the Next

Louisville Metro's **Foster Grandparent Program** provided more than 78,700 hours of service to help 400 youth in need of mentoring or extra academic assistance, particularly in reading and math.

Foster Grandparents dedicated their time at more than 25 out-of-school time programs, Boys & Girls Clubs of Louisville, and Jefferson County Public Schools (JCPS) last fiscal year. Many "Grannies" — as they are affectionately known by their students — go above and beyond by coordinating special celebrations for holidays and student achievement ceremonies.

## Foster Care to Success

Children who have grown up in the foster care system often need extra assistance transitioning out of the system to living on their own. Through the **Project L.I.F.E.** grant, Community Services assisted 24 young adults aging out of foster care with supportive housing and life skills training.

Project L.I.F.E. (**L**earning **I**ndependence and **F**ostering **E**mpowerment Project ) is a partnership with Lexington Community Action Council, funded by State government. Youth are provided a housing voucher by the State, and we work with them to achieve education and/or employment goals and to remove any barriers to success.

*Compassionate Community*



Granny Sally (Sally Kenzer) was honored last January for 12 years of service as a Foster Grandparent at Coleridge-Taylor Montessori Elementary. The kids, faculty and other staff celebrated her 91<sup>st</sup> birthday and recognized her many contributions with cake, balloons, and a special plaque.

Apryll, A Project L.I.F.E. participant appeared at a press conference last May with Mayor Fischer to speak to the importance of affordable housing. Apryll likely would have faced homelessness without this grant.

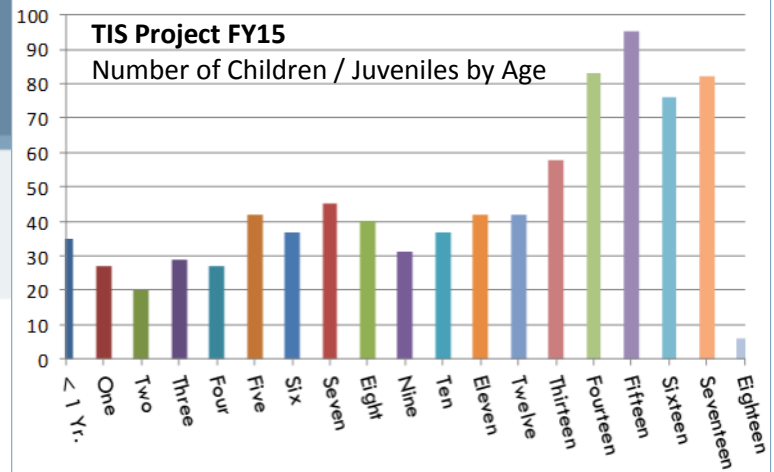


# Community Resources

## Trauma Informed Support (TIS) Project

The Trauma Informed Support (TIS) project began in 2014, connecting Louisville Metro Police, JCPS and schools of the Archdiocese of Louisville, through Community Services' Office For Women.

TIS seizes the opportunity to use real time information from LMPD family violence reports to link students to appropriate school support. Trained staff use trauma informed support to open pathways to resiliency for these students.



*\*In its first year, the TIS partnership identified and supported approximately 1,000 school-age children/juveniles.*

## Safety Net Resources

Through participation in the Neighborhood Place partnership, Community Services provides emergency financial assistance, serves as a Dare to Care site, and offers other community programs throughout the year. The Low Income Home Energy Assistance Program (LIHEAP) and Water Company program prevents utility disconnections and fills in financial gaps helping families stay in their homes. Highlights in FY 14-15 include:

- 19,849 Information and Referral connections to the Community Ministries, Dare to Care, Clothing Assistance among others
- 1,345 households received financial assistance to help prevent evictions, utility disconnects, etc.
- 1,785 case-managed households working on improving their education, employment, finances, etc.
- 5,111 children were prepared with back to school supplies and a backpack
- 20,986 applications approved for LIHEAP provided utility assistance
- 11,108 breakfasts, 24,474 lunches/suppers, and 12,496 snacks were served to children 18 and under in the 2015 Summer Food Service Program
- 17 households in select zip codes successfully repaid delinquent debt in a pilot project with the Louisville Water Company. Plans are underway to expand the program in all Jefferson County zip codes in FY15-16.



# Senior Services

Community Services' Senior Nutrition Program has provided meals to seniors in Louisville since 1974. The Program has two components: Senior Congregate sites provides meals and social activities to more active seniors at 21 locations across the city; and Home Delivered Meals, most well known as "Meals on Wheels", serves seniors aged 60 years or older who are homebound with no support to prepare meals.

Approximately 700 congregate and home delivered meals are served daily. Last year 91,155 congregate meals were served to over 1500 seniors and 106,485 home-delivered meals were provided to over 600 seniors. There were 70 seniors assisted with monthly TARC passes or with a TARC3 ticket to access services at senior nutrition sites.

Volunteers are a critical component to the successful operation of the Program. Delivery of Meals on Wheels across 27 routes and food packaging and other services at the congregate sites are made possible through the manpower of more than 250 volunteers.

In addition to providing seniors hot meals and social engagement, Senior Nutrition Program staff call seniors during inclement weather to make sure homebound seniors are warm, safe, and are physically and mentally well. This past year's heavy snow and frigid temperatures increased the need for wellness checks and eased the concern of seniors and their families.



## Connecting Generations

Volunteers with the Meals on Wheels Program spread the love last February to meal recipients as part of the "Love Letters" Campaign. The annual campaign encourages young people to create handmade Valentine's Day cards to lift the spirits of older adults.

More than 2,500 cards were received from local schools, scout troops and businesses.



# Seniors and Disabled Citizens

## RSVP (Retired & Senior Volunteer Program)

Community Services' RSVP (Retired & Senior Volunteer Program) recruits and connects adults aged 55 and over with organizations that could use a helping hand. Last year, nearly 500 RSVP volunteers served nearly 60 locations across

Louisville. Programs for children in residential foster care at St. Joseph Children's Home and Uspiritus were supplemented through over \$20,000 in funds raised in great part by RSVP volunteers hand-crafting heirloom quality quilts and pillow cases. Other RSVP volunteers maintained a clothes and household furniture center that helped over 800 families of legal refugees/immigrants get settled in our culture. Even more RSVP volunteers assisted in over 32,000 veterans' ability to receive health care, benefits and activities at the Robley Rex Veterans Administration Medical Center. RSVP volunteers are also the primary luncheon meal conduit for over 600 homebound seniors.

## ADA 25th Anniversary

ADA@25, the 25<sup>th</sup> anniversary of the signing of the Americans with Disabilities Act, was celebrated locally in July 2015 with a two-day event including a panel discussion led by area experts. Community Services joined TARC, the Center for Accessible Living, Metro Parks and other agencies to create awareness around this monumental legislation designed to prohibit discrimination against individuals with disabilities in all areas of public life.



# Mayors Challenge To End Veteran Homelessness

In July 2014, Mayor Greg Fischer signed the Mayors Challenge to End Veteran Homelessness in response to a national challenge issued by First Lady Michelle Obama and Dr. Jill Biden. Louisville was one of the first cities to accept this White House-led challenge with the ambitious goal to not only address veteran homelessness, but to end it.

At the request of Mayor Fischer, Community Services led a work group of federal, state, and local agencies working with veterans and the homeless to work together to create a plan for how this could be accomplished. The group went to work immediately and In December 2014, Louisville identified 360 homeless veteran households living in shelters or on the street.

The partnership - which included a collaboration of housing voucher programs - pooled together resources to provide housing and supportive services for all 360 vets. While housing vouchers were identified, additional barriers to housing including deposits, and basic “home” needs were identified. Community Services’ CSBG (Community Services Block Grant) funds were designated as an appropriate fit for this critical gap.

In support of this initiative to end veterans homelessness, the Louisville Coalition for the Homeless and partnering agencies applied for and were named one of 25 cities to be part of the national Zero: 2016 campaign created to end veteran and chronic homelessness by 2016. This collaborations has assisted with providing technical assistance on enhanced coordination of services for veterans which will impact how we handle homelessness of all people in the future.

The effort to find housing for homeless veterans included many private community partners such as the Louisville Apartment Association and Al J. Schneider Companies, owner of the Galt House, assisted with providing affordable housing stock and more than 300 items of gently used furniture respectively.

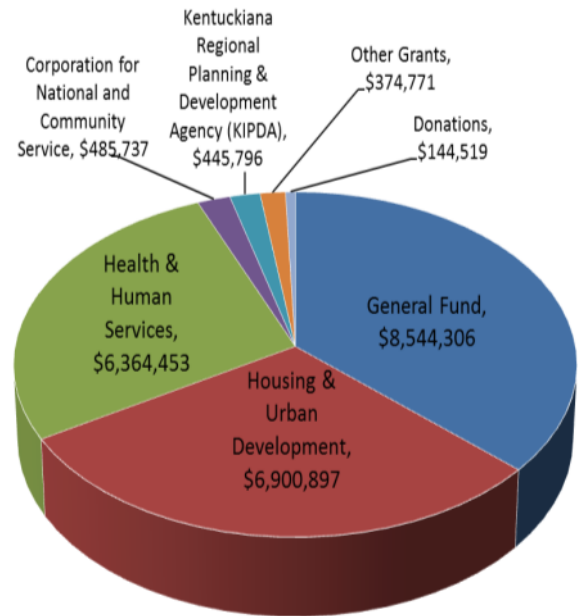




# Financial Highlights

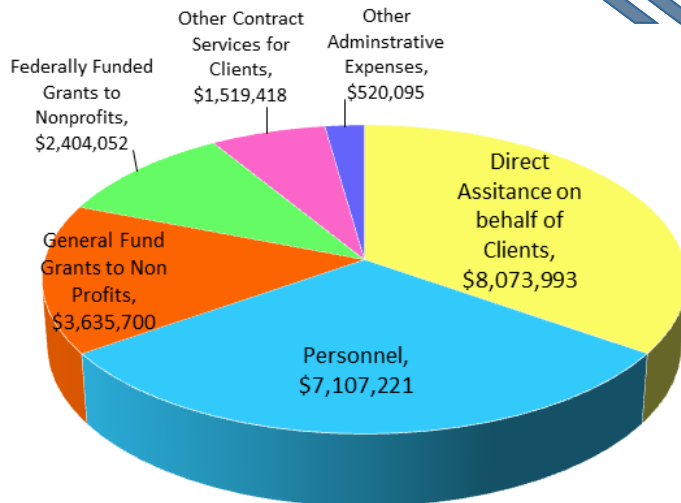
## Total Revenue

General Fund	\$8,544,306
Housing & Urban Development	\$6,900,897
Health & Human Services	\$6,364,453
Corporation for National and Community Service	\$485,737
Kentuckiana Regional Planning & Development Agency (KIPDA)	\$445,796
Other Grants	\$374,771
Donations	\$144,519



*The \$23 million budget of Community Services is mostly funded by Federal grants with 36% of the department's budget provided by local taxpayer revenue.*

## Expenditures



*Total expenditures for Fiscal Year 2015 were \$23,260,478 with over 67% spent on client assistance or grants to local non-profit charitable organizations.*

Direct Assistance on behalf of Clients	\$8,073,993
Personnel	\$7,107,221
General Fund Grants to Non Profits	\$3,635,700
Federally Funded Grants to Non Profits	\$2,404,052
Other Contract Services for Clients	\$1,519,418
Other Administrative Expenses	\$520,095



DEPARTMENT OF  
**COMMUNITY  
SERVICES**

## Mission

**The mission of the Louisville Metro  
Department of Community Services is to  
improve the quality of life for all  
residents and reduce poverty.**

## Vision

**To be the leader in providing services  
that move individuals and families to  
self-sufficiency.**



Corporation for  
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SERVICE** ★★ ★



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